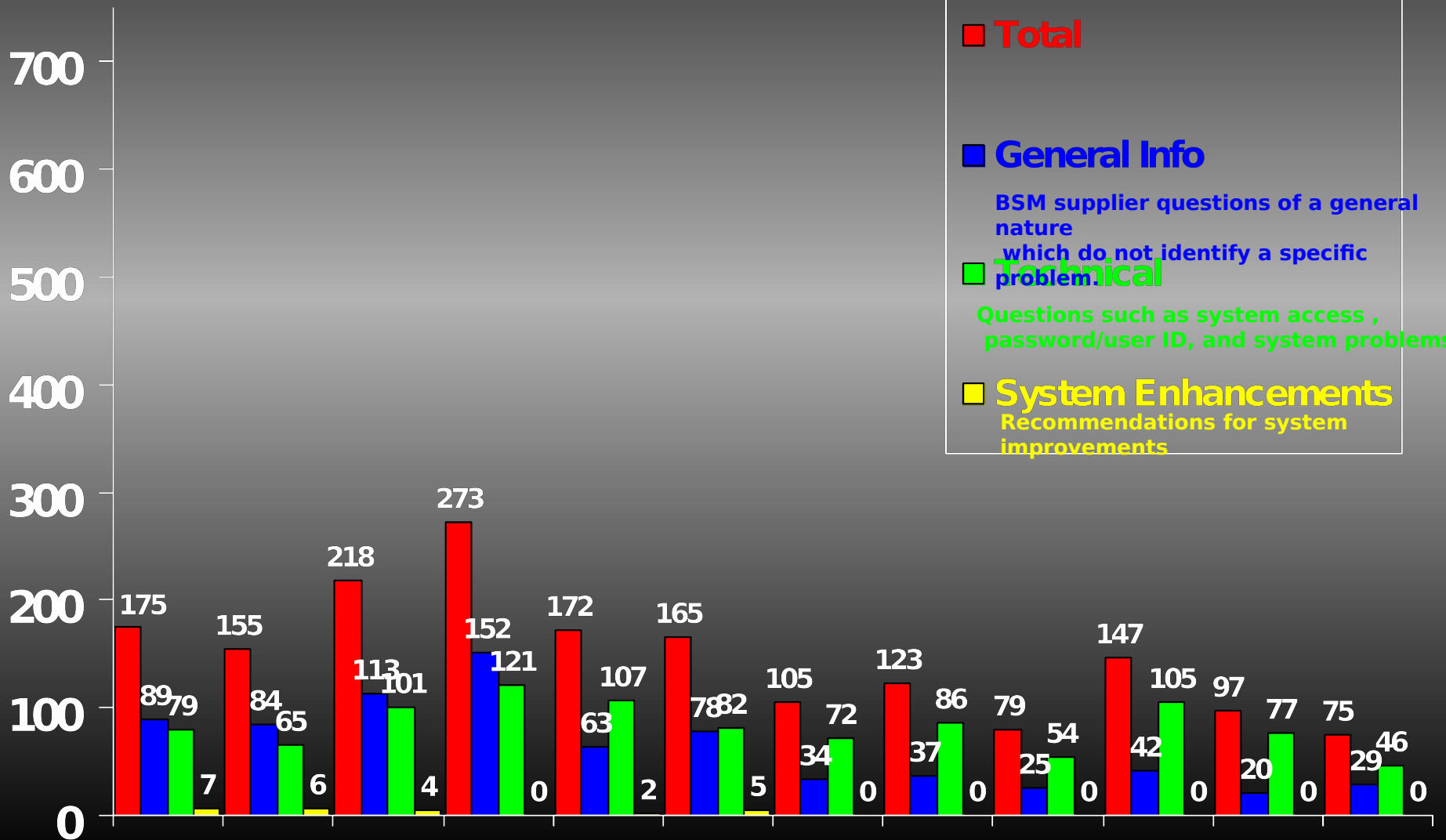




SRweb RELATED CONTACTS

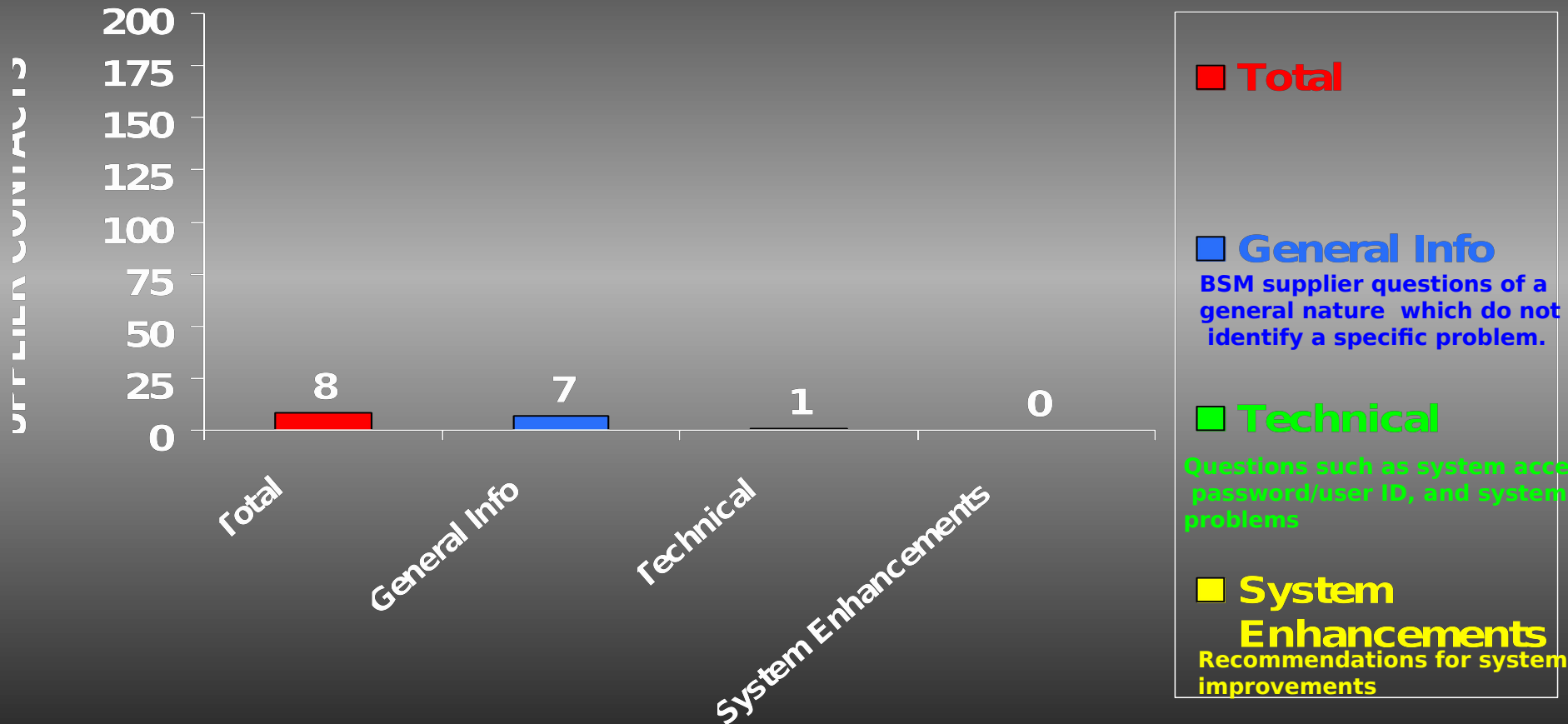
As of 1 Jan 04





SRweb RELATED CONTACTS

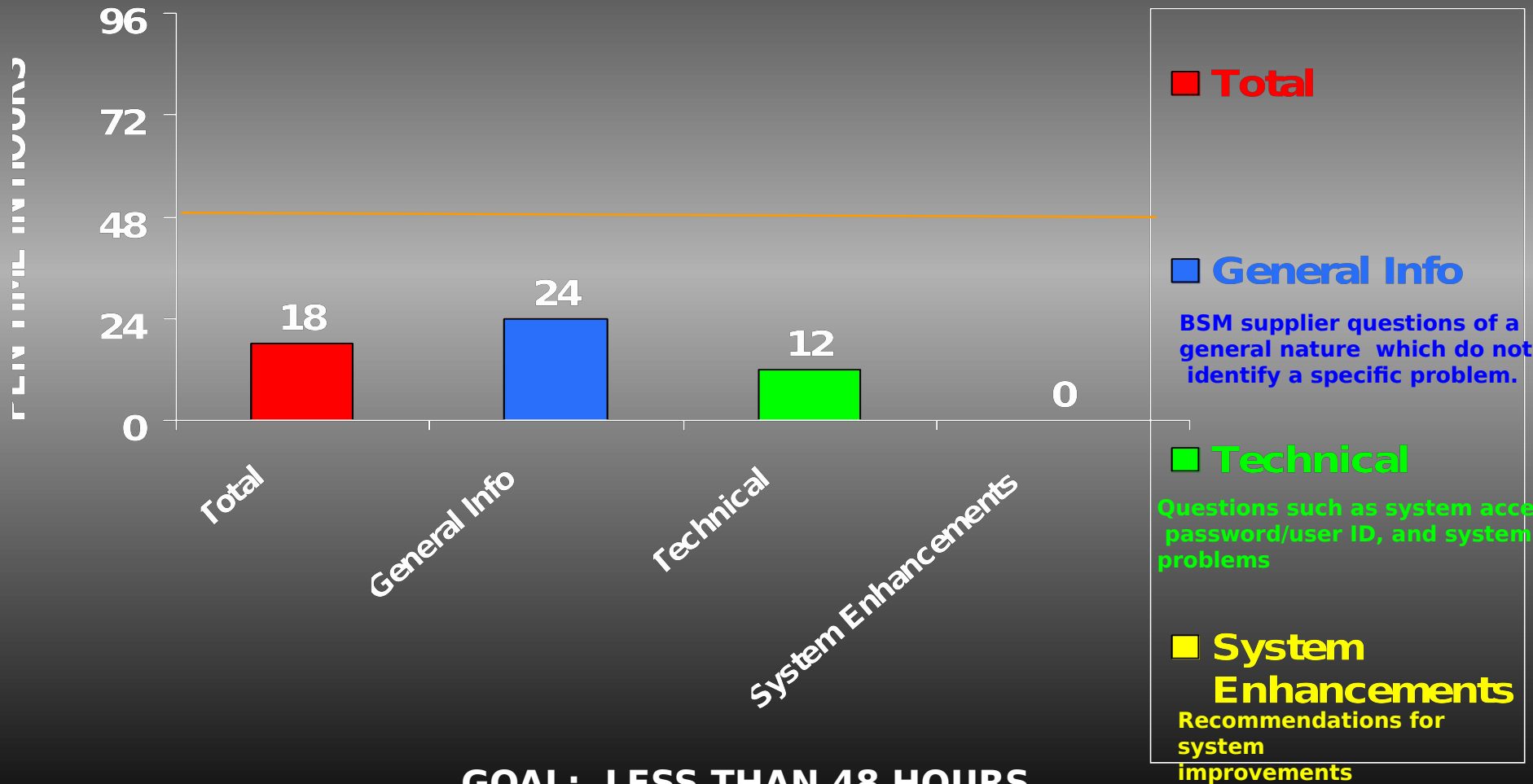
WEEK OF 26 Dec 03 - 1 Jan 04





SRweb ISSUES

Average Resolution Time
26 Dec 03 - 1 Jan 04

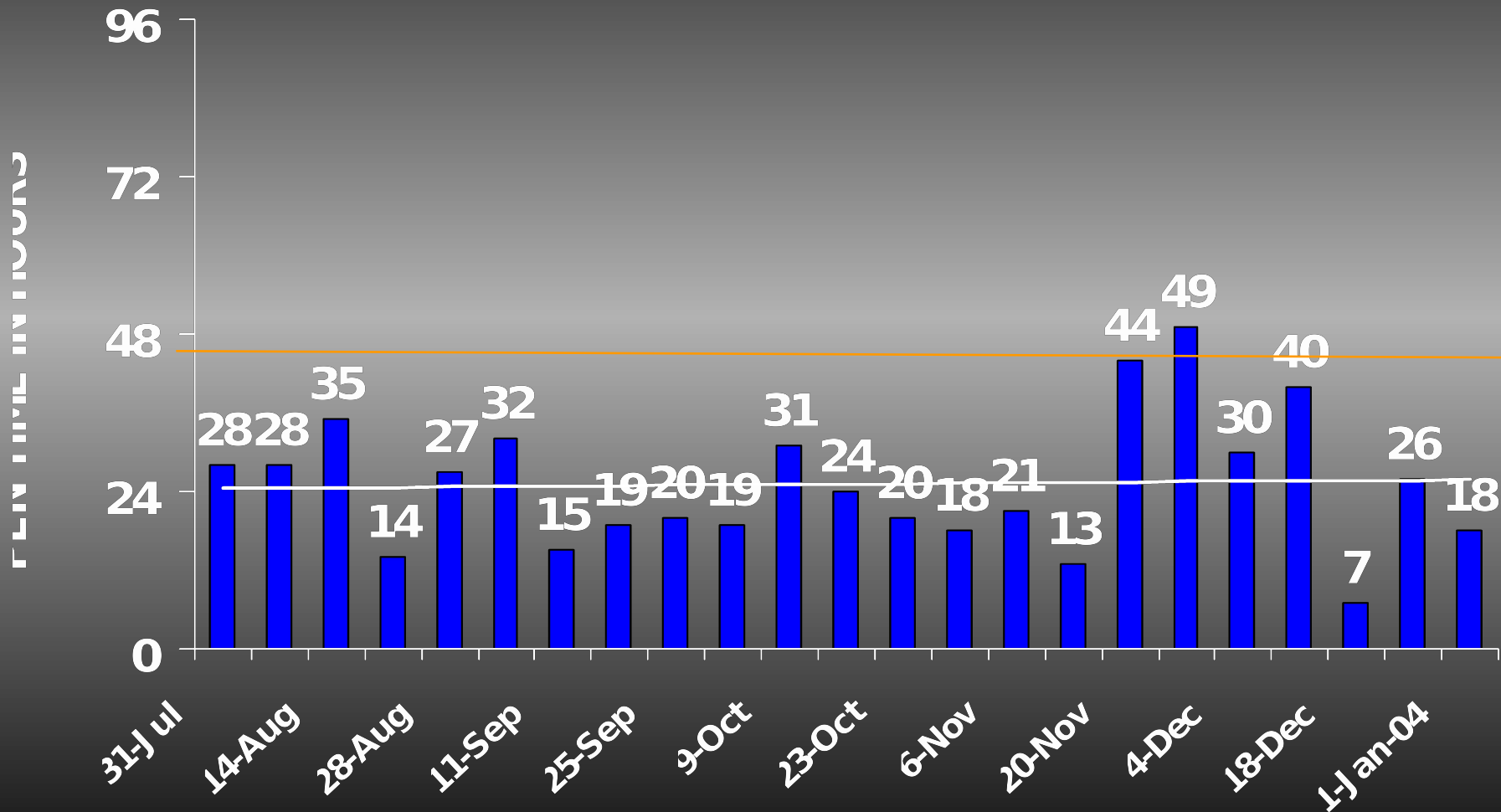


GOAL: LESS THAN 48 HOURS



SRweb ISSUES

Average Resolution Time (Trend)



GOAL: LESS THAN 48 HOURS



AGED SRweb REMEDY ISSUES

TECHNICAL ISSUES NOT RESOLVED WITHIN 48 HOUR
SUSPENSE

AS OF 1 Jan 04

